Case 2:17-cv-02368-LDD Document 1 Filed 05/24/17 Page 1 of 12

IN THE UNITED STATES DISTRICT COURT OR THE EASTERN DISTRICT OF PENNSYLVANIA

JAMES EVERETT SHELTON 316 Covered Bridge Road King of Prussia, PA 19406

Plaintiff

v.

DOAN SOLUTIONS, LLC 5842 Fayetteville Rd #105, Durham, NC 27713

THAI DOAN, individually and as Chief Executive Officer/Principal of DOAN

and Does 1-100, inclusive

Defendants

Civil Action No. **17 2368**

COMPLAINT:

This is an action brought by Plaintiff JAMES EVERETT SHELTON for damages, statutory damages, interest, court costs, and injunctive relief under rights pursuant to Federal Statute 47 U.S.C. 227, and 47 C.F.R. 64 ("Federal Question" Jurisdiction) for the *ultra vires* illegal actions and deliberate and knowing tortious activity of DOAN SOLUTIONS, LLC ("Company"), THAI DOAN ("Mr. Doan") and DOES 1 through 100, inclusive, in negligently and/or willfully contacting Plaintiff via Plaintiff's telephone to solicit sales ("Sales Calls"), by utilization of an automatic telephone dialing system ("RoboCalls") in violation of the Telephone Consumer Protection Act, 47 U.S.C. § 227 *et seq*. Plaintiff demands a trial by jury, and complains and alleges as follows:

I. Introduction

1. Plaintiff brings this action to challenge the Company's practices in the telephone

solicitation of its products and services. Specifically, Plaintiff challenges Company's and Company's agents' illegal telephone solicitations and RoboCalls by which it markets its products and services, and failure to maintain a Do-Not-Call policy or list in connection therewith.

2. All of the claims asserted herein arise out of Company's illegal telephone solicitation campaign and are a common fact pattern.

II. <u>Jurisdiction and Venue</u>

- 3. This Court has jurisdiction over this action pursuant to 28 U.S.C. § 1331.
- **4.** Venue is proper in this judicial district pursuant to 28 U.S.C. § 1391(b)(2), in that Defendant conducts business in, and a substantial part of the events giving rise to plaintiff's claims occurred in, Pennsylvania's Montgomery County, which lies within this judicial district, pursuant to 28 U.S.C. §118. Also, see *Lary V. The Doctors Answer, LLC* CV-12-S-3510-NE (N.D. Ala. March 8, 2013.), a Federal Telephone Consumer Protection Act case, which held that "venue is proper in the district where [plaintiff] resides because the injury did not occur when the facsimile was sent...; it occurred when the [facsimile] was received.

III. Parties

- 5. Plaintiff JAMES EVERETT SHELTON ("Plaintiff") is an individual who received the alleged phone calls on his private mobile telephone line, (484) 626-3942, mentioned herein. Plaintiff is an adult individual residing at 316 Covered Bridge Road, King of Prussia, PA 19406.
- **6.** Defendant DOAN SOLUTIONS, LLC ("Company") is a limited liability company incorporated in the State of North Carolina that markets and sells, *inter alia*, student loan

relief services to consumers throughout the United States, and transacts business in, inter alia, Montgomery County, Pennsylvania, which lies within this Judicial District. Company has a principal mailing address located at 5842 Fayetteville Rd #105, Durham, NC 27713

- 7. Defendant THAI DOAN ("Mr. Doan") is an adult individual and the Principal/CEO of Company. He maintains a residence at 5308 Lyon Farm Drive, Durham, NC 27713
- **8.** Except as described herein, Plaintiff is ignorant of the true names of Defendants sued as Does 1 through 100, inclusive, and the nature of their wrongful conduct, and therefore sues these Defendants by such fictitious names. Plaintiff will seek leave of the Court to amend this complaint to allege their true names and capacities when ascertained.
- 9. At all times herein mentioned, Company, Mr. Doan, and the Doe Defendants, (collectively, "Defendants"), and each of them, were an agent or joint venture of each of the other, and in doing the acts alleged herein, were acting within the scope of such agency. Each Defendant had actual and/or constructive knowledge of the acts of each of the other Defendants, and ratified, approved, joined in, acquiesced and/or authorized the wrongful acts of each co-Defendant, and/or retained the benefits of said wrongful acts.
- 10. At all times herein mentioned, Defendants conspired by means of mutual understanding, either expressly or impliedly, among themselves and others in engaging and/or planning to engage in the activities detailed herein to accomplish the wrongful conduct, wrongful goals, and wrongdoing.

IV. Factual Allegations

11. Standing is proper under Article III of the Constitution of the United States of America because Plaintiff's claims state: a.) a valid injury in fact, b.) which is traceable to

the conduct of the defendants, and c.) and is likely to be redressed by a favorable judicial decision. See, Spokeo, Inc. v. Robins, 578 U.S. ___ (2016) at 6, and Lujan v. Defenders of Wildlife, 504 U.S. 555 at 560. 29."

- 12. In or about July 8th, 2016, Plaintiff received the first of multiple "RoboCall" solicitations by Defendants and/or their agents at Plaintiff's personal mobile telephone, 484-626-3942. Plaintiff had not consented to this solicitation.
- 13. The incoming call displayed caller identification showing 209-276-0486, and upon answering, Plaintiff heard a pre-recorded message about student loan relief services, before he was connected to Defendants.
- 14. The unsolicited telephone call was placed to Plaintiff's personal mobile telephone number and utilized an "automatic telephone dialing system" or "RoboCall," to transmit a message, as prohibited by 47 U.S.C. § 227(b)(1)(B).
- **15.** The telephone call was a "RoboCall" because there was a delay before an agent answered the phone, and because Plaintiff heard a pre-recorded message.
- 16. Plaintiff pays for each incoming and outgoing call on his telephone under an unlimited calling arrangement, as defined and set forth in 47 CFR § 64.1200(a)(1)(iii).
- 17. Plaintiff's telephone number was on the National Do-Not-Call registry for approximately one (1) year prior to this illegal unsolicited phone call.
- 18. Plaintiff has never taken out a student loan, so he was confused about why he was receiving a call about student loan relief services.
- 19. Plaintiff spoke to the agent, "Karl" that answered and confirmed corporate identity with the agent, including company website and address.
 - 20. Plaintiff asked to receive an e-mail to confirm the identity of the caller. "Karl" sent

an e-mail to Plaintiff the same day to confirm his company's identity and its purported services.

- **21.** Plaintiff then communicated by e-mail to the Company on July 8, 2016 demanding to have his number placed on the Company's Do-Not-Call list.
- **22.** Plaintiff also requested to receive a written copy of Company's Do-Not-Call policy.
- **23.** Despite demand, Defendants refused and/or failed to comply with Plaintiff's written request to provide a copy of Company's Do-Not-Call policy.
- **24.** Despite demand, Defendants failed to place Plaintiff's telephone number on Company's internal Do-Not-Call list.
- **25.** Plaintiff received another RoboCall from the Defendants on August 1, 2016 at 6:11 PM from 209-276-0486, the same number that called him on July 8.
- **26.** These telephone solicitations constituted "calls" under the TCPA that were not for emergency purposes.
- 27. Plaintiff did not provide any one, more, or all Defendants, nor any agent of Defendants, prior express written consent, or any other form of consent, express or implied, to cause Plaintiff to receive telephone calls for sales purposes on his personal mobile telephone. Plaintiff never provided his contact information to Company on an inquiry form, online or otherwise.
 - 28. Plaintiff had no prior business relationship with any one, more, or all of Defendants.
 - 29. The RoboCalls violated various portions of 47 U.S.C. § 227 and 47 CFR § 64.1200.

First Cause of Action

(Negligent Violation of the TCPA "Sales Call" Prohibition, 47 U.S.C. § 227 et seq.)

- **30.** Plaintiff incorporates and re-alleges, as though fully set forth herein, each of the paragraphs above.
- **31.** As a result of Defendants' and Defendants' agents negligent violations of 47 U.S.C. § 227(c)(3)(F), and 47 C.F.R. 64.1200(c)(2), Plaintiff seeks for himself \$500 in statutory damages for each and every violation, pursuant to 47 U.S.C. § 227(c)(3)(F).
- 32. Pursuant to 47 U.S.C. § 227(c)(5)(A), Plaintiff seeks injunctive relief prohibiting such conduct in the future.

Second Cause of Action

(Knowing and/or Willful Violation of the TCPA "Sales Call" Prohibition, 47 U.S.C. § 227 et seq.)

- **33.** Plaintiff incorporates and realleges, as though fully set forth herein, each of the paragraphs above.
- **34.** As a result of Defendants' and Defendants' agents knowing and/or willful violations of 47 U.S.C. § 227(c)(3)(F), and 47 C.F.R. 64.1200(c)(2), Plaintiff seeks for himself treble damages, as provided by statute, up to \$1,500.00 for each and every violation, pursuant to 47

U.S.C. § 227(c)(5).

35. Pursuant to 47 U.S.C. § 227(c)(5)(A), Plaintiff seeks injunctive relief prohibiting such conduct in the future.

Third Cause of Action

(Negligent Violation of the TCPA "RoboCall" Prohibition, 47 U.S.C. § 227 et seq.)

36. Plaintiff incorporates and realleges, as though fully set forth herein, each of the

paragraphs above

37. As a result of Defendants' and Defendants' agents negligent violations of 47 U.S.C. § 227, et. seq., Plaintiff seeks for himself \$500 in statutory damages for each and every violation, pursuant to the private right of action.

Fourth Cause of Action

(Knowing and/or Willful Violation of the TCPA "RoboCall" Prohibition, 47 U.S.C. § 227 et seq.)

- **38.** Plaintiff incorporates and realleges, as though fully set forth herein, each of the paragraphs above.
- **39.** As a result of Defendants' and Defendants' agents negligent violations of 47 CFR 64.1200(d)(1), Plaintiff seeks for himself \$500 in statutory damages for each and every violation, pursuant to the implied private right of action.

Fifth Cause of Action

(Negligent Violation of the TCPA "Do-Not-Call Policy" Requirement, 47 CFR 64.1200 et seq.)

- **40.** Plaintiff incorporates and realleges, as though fully set forth herein, each of the paragraphs above.
- **41.** As a result of Defendants' and Defendants' agents negligent violations of 47 CFR 64.1200(d)(1), Plaintiff seeks for himself \$500 in statutory damages for each and every violation, pursuant to the implied private right of action.

Sixth Cause of Action

(Knowing and/or Willful Violation of the TCPA "Do-Not-Call Policy" Requirement, 47 CFR 64.1200 et seq.)

42. Plaintiff incorporates and re-alleges, as though fully set forth herein, each of the

paragraphs above.

43. As a result of Defendants' and Defendants' agents knowing and/or willful violations of 47 CFR 64.1200(d)(1) Plaintiff seeks for himself treble damages, as implied, up to \$1,500.00 for each and every violation, pursuant to the implied private right of action.

Seventh Cause of Action

(Negligent Violation of the TCPA "Do-Not-Call List" Requirement, 47 CFR 64.1200 et seq.)

- **44.** Plaintiff incorporates and realleges, as though fully set forth herein, each of the paragraphs above.
- **45.** As a result of Defendants' and Defendants' agents negligent violations of 47 CFR 64.1200(d)(3), Plaintiff seeks for himself \$500 in statutory damages for each and every violation, pursuant to the implied private right of action.

Eighth Cause of Action

(Knowing and/or Willful Violation of the TCPA "Do-Not-Call List" Requirement, 47 CFR 64.1200 et seq.)

- **46.** Plaintiff incorporates and realleges, as though fully set forth herein, each of the paragraphs above.
- 47. As a result of Defendants' and Defendants' agents knowing and/or willful violations of 47 CFR 64.1200(d)(3) Plaintiff seeks for himself treble damages, as implied, up to \$1,500.00 for each and every violation, pursuant to the implied private right of action.

WHEREFORE, Plaintiff prays for relief against defendants, and each of them, as follows:

I. PRAYER FOR RELIEF

On Causes of Action 1-8:

1. For awards of \$500 for each negligent violation as set forth in actions 1-8;

2. For awards of \$1,500 for each knowing and/or willful violation as set forth in actions

1-8.

3. Injunctive relief against Defendants, and each of them, to prevent future

wrongdoing: Total statutory damages: \$12,000 (Two counts each of: Sales Call, Robocall,

Failure to put Plaintiff's number on Company's internal Do-Not-Call list, and Failure to

Provide a Written Copy of Defendant's Do-Not-Call policy, with treble damages for each).

For All Causes of Action:

4. Prejudgment interest at the maximum legal rate;

5. Costs of suit herein incurred; and

6. All such other and further relief as the Court deems proper.

V. <u>Demand for Jury Trial</u>

Plaintiff hereby demands a trial by jury on all claims so triable.

Dated: 5/24/2017

James Everett Shelton Plaintiff Pro Se 316 Covered Bridge Road King of Prussia, PA 19406 (484) 626-3942

Dames E Shotter

jamieshelton66@yahoo.com

Case 2:17-cv-02368-LDD Document 1 Filed 05/24/17 Page 10 of 12 2368 CIVIL COVER SHEET 2368 8

provided by local re-solution purpose of intrating the civil of	rt. This form, approved by locket sheet (SEE INSTRUC	the Judicial Conference of CTIONS ON NEXT PAGE OF	of the United THIS FO	ited States in September (PRM.)	1974, is requ	ired for the use of	f the Clerk of Co	ourt for th	ne
I. (a) PLAINTIFFS JAMES EVERETT SHE 316 COVERED BRIDGE KING OF PRUSSIA, PA (b) County of Residence	E ROAD 19406	MONTGOMERY (ASES)) _	DEFENDANTS DOAN SOLUTION 5842 FAYETTEVI DURHAM, NC 27 County of Residence NOTE: IN LAND CO	NS, LLC ILLE RD # 713 of First List (IN U.S. P	ed Defendant LAINTIFF CASES ON CASES, USE T) DF	
(c) Attorneys (Firm Name, JAMES EVERETT SHEI 316 COVERED BRIDGE KING OF PRUSSIA, PA	LTON, PLAIÑTIFF PR EROAD	O SE		Attorneys (If Known) UNKNOWN					
II. BASIS OF JURISD	ICTION (Place an "X" in (One Box Only)	III. CI	TIZENSHIP OF P	RINCIPA	L PARTIES	(Place an "X" in	One Box fo	or Plaini
1 U.S. Government Plaintiff	Federal Question (U.S. Government			(For Diversity Cases Only) P	TF DEF	Incorporated or Proof Business In T	and One Box for		
2 U.S. Government Defendant	☐ 4 Diversity (Indicate Citizens)	hip of Parties in Item III)	Citize	en of Another State	2 🗆 2	Incorporated and I of Business In		5	5
				en or Subject of a		Foreign Nation		6	□ 6
IV. NATURE OF SUIT		nly) DRTS	l" rc	DRIBETTURIMBUNATE PAR		for: Nature of Su KRUPTCY	it Code Descript OTHER S	- The state of the	r c
☐ 110 Insurance ☐ 120 Marine ☐ 130 Miller Act ☐ 140 Negotiable Instrument ☐ 150 Recovery of Overpayment	PERSONAL INJURY 310 Airplane 315 Airplane Product Liability 320 Assault, Libel & Slander 330 Federal Employers' Liability 340 Marine 345 Marine Product Liability 350 Motor Vehicle 755 Motor Vehicle Product Liability 360 Other Personal Injury Medical Malpractice CIVIL RIGHTS 440 Other Civil Rights 441 Voting 442 Employment 443 Housing/ Accommodations 445 Amer. w/Disabilities - Employment 446 Amer. w/Disabilities - Other 448 Education	PERSONAL INJURY 365 Personal Injury - Product Liability 367 Health Care/ Pharmaceutical Personal Injury Product Liability 368 Asbestos Personal Injury Product Liability PERSONAL PROPERT 370 Other Fraud 371 Truth in Lending 380 Other Personal Property Damage 385 Property Damage 70 Step Personal Property Damage 510 Motions to Vacate Sentence 510 Motions to Vacate Sentence 530 General 535 Death Penalty Other: 540 Mandamus & Other 550 Civil Rights 555 Prison Condition 560 Civil Detainee - Conditions of Confinement	□ 62 □ 69 □ 71 □ 72 □ 74 □ 79 □ 79	5 Drug Related Seizure of Property 21 USC 881 0 Other LABOR 0 Fair Labor Standards Act 1 Labor/Management Relations 0 Railway Labor Act 1 Family and Medical Leave Act 1 Other Labor Litigation 1 Employee Retirement 1 Income Security Act IMMIGRATION 1 Naturalization Application 1 Other Immigration 2 Other Immigration 3 Other Immigration 3 Other Immigration 4 Other Immigration 5 Other Immigration 6 Other Immigration 8 Actions	422 Appe	al 28 USC 158 drawal SC 157 ETY RIGHTS rights t mark SECURITY (1395ff) Lung (923) C/DIWW (405(g)) Title XVI 405(g)) LTAX SUITS (U.S. Plaintiff fendant)	375 False Cl 376 Qui Tam 3729(a) 400 State Re 410 Antitrust 430 Banks ar 450 Commer 460 Deportat 470 Racketer Corrupt (380 Cable/Sa 820 Seurritet 891 Agricult 893 Environt 895 Freedom Act 896 Arbitrati 899 Adminis	aims Act a (31 USC) apportionment t and Banking cce tion er Influence Organizatic er Credit at TV es/Commod ge atutory Act urral Acts mental Mat a of Informa on trative Proc ew or Appo Decision tionality of	ment g ced and cons dities/ ctions tters nation cedure ceal of
	noved from	Appellate Court	4 Reins Reope	ened Another (specify)	r District	6 Multidistri Litigation Transfer	- I	Multidistri Litigation Direct File	ı -
VI. CAUSE OF ACTIO	Brief description of ca	tute under which you are le Consumer Protect use:	ion Act	, 47 U.S. Code § 22	7 et seq., a	and 47 C.F.R.		seq.	
		Plaintiff on his priva	· · · · · · · · · · · · · · · · · · ·						
VII. REQUESTED IN COMPLAINT:	UNDER RULE 23	IS A CLASS ACTION 3, F.R.Cv.P.		MAND \$ 2,000.00		HECK YES only IRY DEMAND:	demanded in c	omplaint:	:
VIII. RELATED CASE IF ANY	(See instructions):	JUDGE	111 1 1 1 1 1 1 1 1		DOCKET	NUMBER			
DATE 05/24/2017		SIGNATURE OF ATTO	RNEY OF	RECORD					
OR OFFICE USE ONLY									

ERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of Address of Plaintiff: 316 Covered Bridge Road, King of Prussia, PA 19406 Address of Defendant: 5842 Favetteville Rd #105, Durham, NC 27713 Place of Accident, Incident or Transaction: By phone call to my private telephone (Use Reverse Side For Additional Space) Does this civil action involve a nongovernmental corporate party with any parent corporation and any publicly held corporation owning 10 more of its stock? (Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a)) Does this case involve multidistrict litigation possibilities? Yes□ RELATED CASE, IF ANY: Case Number: Judge Civil cases are deemed related when yes is answered to any of the following questions: 1. Is this case related to property included in an earlier numbered suit pending or within one year previously terminated action in this coult? 2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit pending or within one year previously terminat action in this court? No ID Yes□ 3. Does this case involve the validity or infringement of a patent already in suit or any earlier numbered case pending or within one yea previousl No 🗗 terminated action in this court? 4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights case filed by the same individual? CIVIL: (Place / in ONE CATEGORY ONLY) A. Federal Question Cases: B. Diversity Jurisdiction Cases: 1. □ Indemnity Contract, Marine Contract, and All Other Contracts 1. □ Insurance Contract and Other Contracts 2.

FELA 2.

Airplane Personal Injury 3.

Jones Act-Personal Injury 3.

Assault, Defamation 4.

Antitrust 4.

Marine Personal Injury 5. □ Patent 5.

Motor Vehicle Personal Injury 6. □ Labor-Management Relations 6. □ Other Personal Injury (Please specify) □ Civil Rights 7. Products Liability 8. A Habeas Corpus 8. □ Products Liability — Asbestos Securities Act(s) Cases 9. □ All other Diversity Cases Ø. □ Social Security Review Cases (Please specify) X All other Federal Ouestion Cases (Please specify) Federal Telephone Consumer Protection Act ARBITRATION CERTIFICATION (Check Appropriate Category) I. James Everett Shelton counsel of record do hereby certify: □ Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and belief, the damages recoverable in this civil action case exceed the sum of \$150,000.00 exclusive of interest and costs; Relief other than monetary damages is sought. PLAINTIFF PRO SE DATE: 5/24/2017 Attorney-at-Law Attorney I.D.# NOTE: A trial de novo will be a trial by jury only if there has been compliance with F.R.C.P. 38. ending or within one year previously terminated action in this court

I certify that, to my knowledge, the within case is not related to any DATE: 5/24/2017

except as noted above.

lames Everett Shelton

PLAINTIFF PRO SE

Attorney I.D.#

CIV. 609 (5/2012)



Case 2:17-cv-02368-LDD Document 1 Filed 05/24/17 Page 12 of 12

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

JAMES EVERETT SHELTON

CIVIL ACTION

V.

DOAN SOLUTIONS, LLC

10.

2368

In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.

SELECT ONE OF THE FOLLOWING CASE MANAGEMENT TRACKS:

(a	a) Habeas Corpus – Cases brought under 28 U.S.C. § 2241 through § 2255.)
(-	·/ · · · · · · · · · · · · · · ·	

- (b) Social Security Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ()
- (c) Arbitration Cases required to be designated for arbitration under Local Civil Rule 53.2.
- (d) Asbestos Cases involving claims for personal injury or property damage from exposure to asbestos.
- (e) Special Management Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special management cases.)
- (f) Standard Management Cases that do not fall into any one of the other tracks.

5/24/2017	James Everett Shelton	PLAINTIFF PRO SE
Date	Attorney-at-law	Attorney for
(484) 626-3942		jamieshelton66@yahoo.com
Telephone	FAX Number	E-Mail Address

(Civ. 660) 10/02